

Easterling, Deborah

232598

From: Easterling, Deborah
Sent: Monday, October 03, 2011 12:28 PM
To: 'outback10'
Subject: RE: Form Returned: Letter_of_Protest_Form_pub_0001.pdf

Dear Mr. Pascal,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2007-286-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

-----Original Message-----

From: outback10 [<mailto:rxpgcocks@live.com>]
Sent: Saturday, October 01, 2011 6:38 AM
To: Contact
Subject: Form Returned:
Letter_of_Protest_Form_pub_0001.pdf

Form Returned: Letter_of_Protest_Form_pub_0001.pdf

Instructions to add this form to a data set:

1. Double-click the attachment.
2. Acrobat will prompt you to select a data set.



* Required Fields

Date: * October 03, 2011

Letter of Protest
in Docket * 007 - att - WS

Print

Email

Protestant Information:

Name * Richard Pascal Jr.

Mailing Address * 111 Dutch Point Road

City, State Zip * Chapin, SC 29036 Phone * 803-429-4771

E-mail fcbanker56@yahoo.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a resident of Dutchman Shores and a customer of this so called water company.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

I have not been pleased with the amount that I have had to pay per gallon for water since I moved into this subdivision. Our cost is so much higher per gallon for water than my friends who live the Chapin area and it should not be that way. The service has not been good. You get the feeling when you call them that they could care less about you. I have seen some slight improvements with customer service over the last year (due to the litigation I am sure) but there is certainly much room for improvement.

Their system is so old we have experienced multiple leaks which were not fixed in a timely manner causing many gallons of water to be wasted. Since we have to pay for spillage they do not have a monetary reason to fix the problem quickly. It is of my opinion they should for the cost of the water being spilled. Then the problems of broken water lines and outdated equipment would become a higher priority for them to correct.

When we were looking to move three years ago the realtor was showing us houses in neighborhoods and she even brought up that in Dutchman Shores the water bills would be more costly than comparable neighborhoods in the same area.

I understand that the water company has claimed 55k in capital improvements. I would sure like to see a listing of the improvements they are claiming to have made as I have not visually seen any improvements to the system.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *
(This section should be completed.)

It is difficult for me to schedule time off from my job. That is one reason I am sending this in writing.